

**LOS ALTOS
LIBRARY**

**WOODLAND
LIBRARY**

October 2020



STATS IN SEPTEMBER



| | Patrons Served | Check Out | Returns |
|-------------------|-----------------------|------------------|----------------|
| Los Altos Library | 5,358 | 20,996 | 20,698 |
| Woodland Library | 1,898 | 6,429 | 6,927 |

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LOOKING AHEAD

- Woodland Temporary Closure started after 10/10
- Lobby self-service starting 10/13
- Limited Computer Access 10/19
- BookDash delivery service in Woodland Library area



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LOBBY ACCESS 10/13

- Patrons will be allowed to pick up their own holds
- Limited browsing of select library collection
- FOL book sale available via cash box and the honor system



Cafe Area

Passport Office

Children

Kids Room Door

FOL

FOL

FOL

Display Table

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Front Entrance

Self Check Machines

Holds

Holds

Holds

Holds

Holds

Holds

Laptop Kisok

Display Table

Greeter

Accounts desk

Holds A-G

Holds H-K

Display Shelf

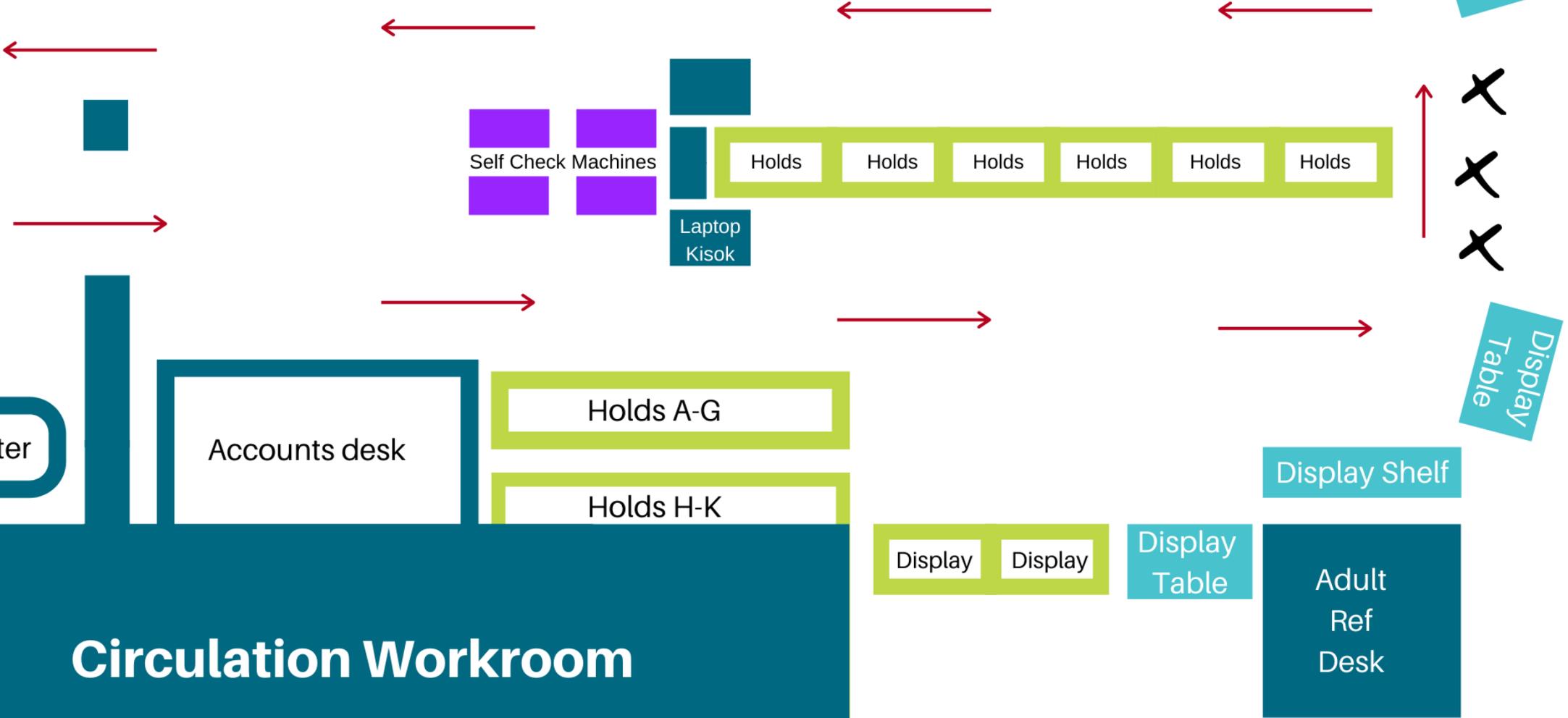
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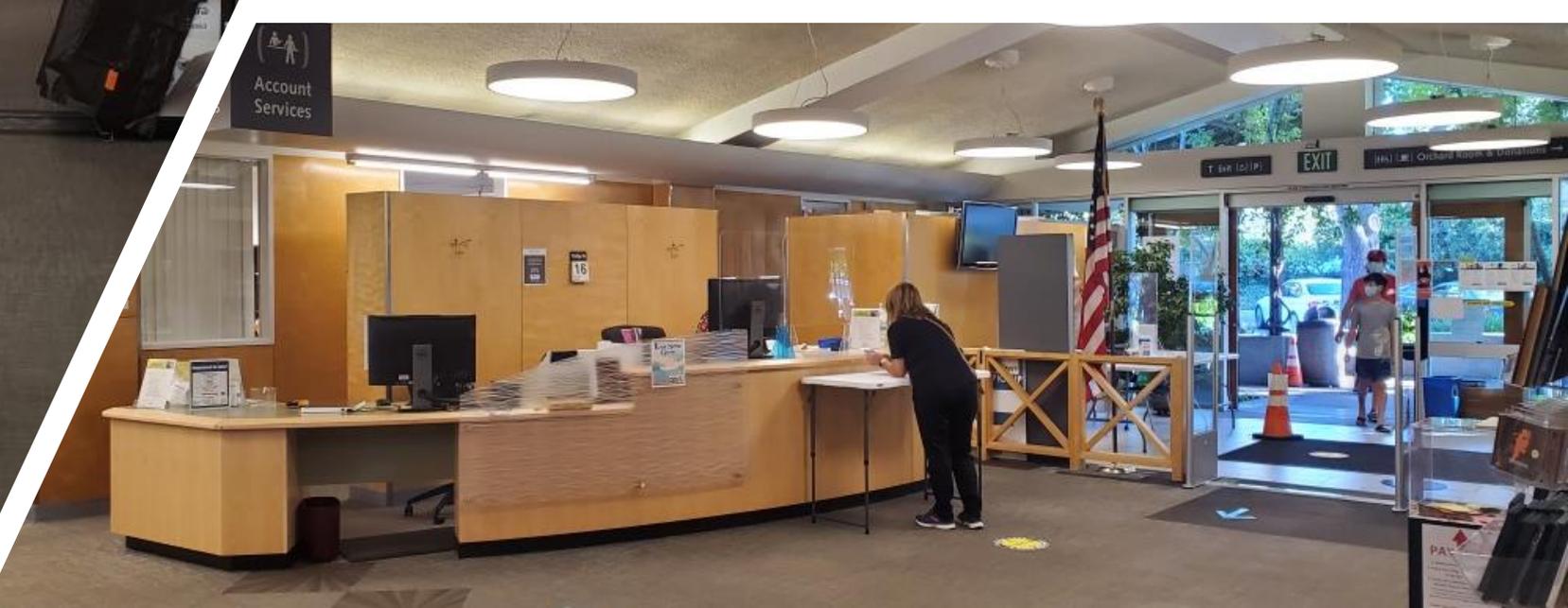
Display

Display Table

Adult Ref Desk

Circulation Workroom



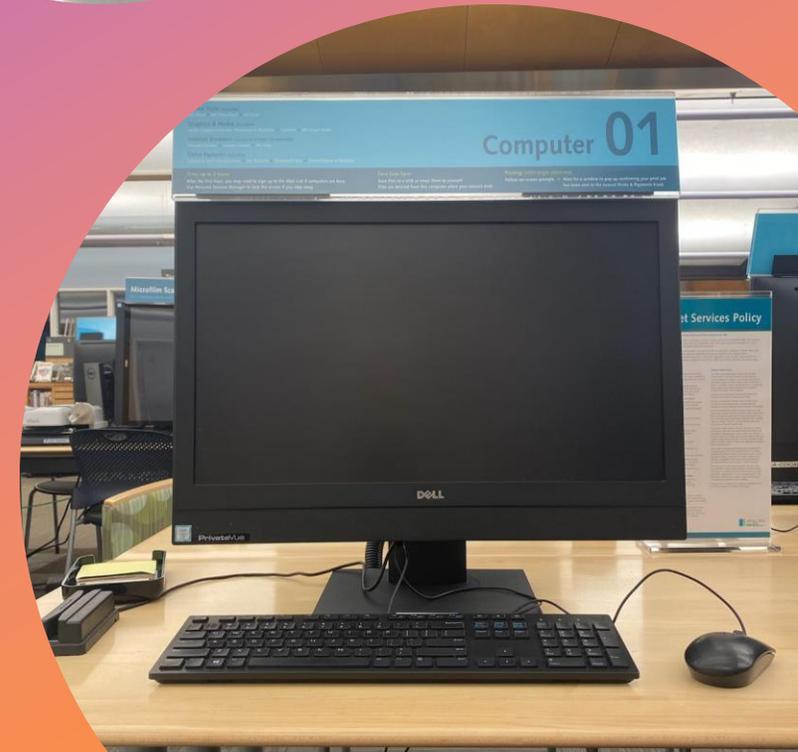


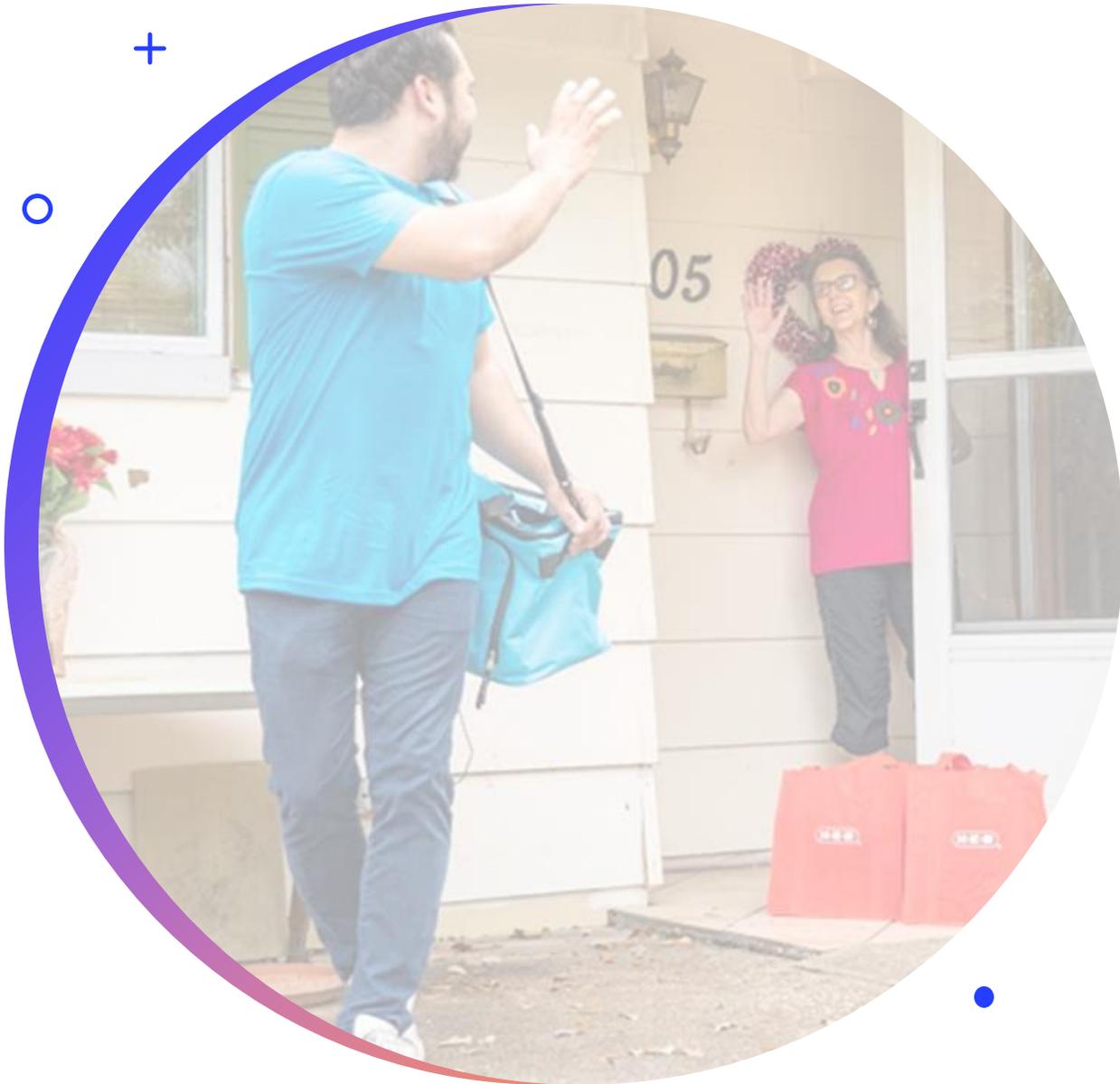
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COMPUTER ACCESS 10/19

- Two Computers available for appointments during open hours
- 1 hour per patron
- 25 free copies per person
- In the Orchard Room





BOOK DASH

- Experimental direct home delivery service from the Bookmobile department
 - For homebound patrons
 - Those with poor access to transportation
 - Patrons with health concerns because of COVID and unable to physically come to the library
- Trial in the Woodland Library neighborhood first

LIBRARY SERVICE STAGES

Stage I

Accepting material returns
Online programming and digital collection available
Account & Reference by phone, chat, and email
Quarantining materials
Safety and Social Distancing Protocols for staff and patrons

All libraries closed
No in-person events

Stage II

+Hold pick-up at curbside and walk-up service
+Evening access
+Wi-Fi in library parking lots
+Manual book drops open

All libraries closed
No in-person events

CURRENT STAGE

Stage III

+Lobby access for holds pickup
+Lobby access for new and popular browsing
+Limited PC and printing access based on building layout
+Donations accepted based on Friends' capacity

Limited areas open
No in-person events

Stage IV

+Limited building access for browsing
+Expanded PC and printing access
+Restroom access

Libraries open
No in-person events

Stage V

+Expanded building access
+Socially distant seating available
+Outdoor events

Libraries open
Outdoor events

FEEL GOOD STORY

A Teen decided to write about the Los Altos Library in her essay. Here are some excerpts:

"If you ask me, though, even more important than the library, and the cafe, and the chairs in the teen room, is the staff. They try so hard to make enjoyable events that make everyone feel welcome. They will go out of their way to help you if you need help, or just to have a polite conversation about life with you. They're really dedicated to the library, and the community of people that go to the library."

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